

USE YOUR POWER



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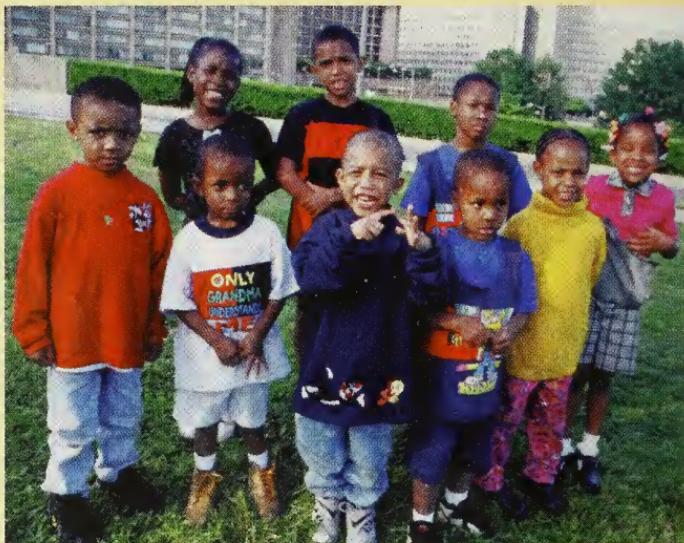
A Map
To Help Parents Use
DC Medicaid Managed Care

THIS POCKET MAP IS DEDICATED TO YOU!

THE THOUSANDS OF CHILDREN AND PARENTS
WHO ARE ON MEDICAID
IN THE DISTRICT OF COLUMBIA

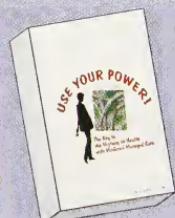
Nothing is more important than your health,
and the health of your family.

We want you to have the **best** health care possible
and we hope this Map helps you get it.



DOH/MCH/ABE DAVIS

PLEASE SHARE THIS MAP WITH A FRIEND,
NEIGHBOR, OR FAMILY MEMBER.



Check out our video: ***Use Your Power!
The Key to the Highway of Health
with Medicaid Managed Care.***

For more copies of this Map, or to find
out about the video, call 202-645-0386.

D.C. is changing the way families get health care under Medicaid.

Most families will now get health care through health plans.

This is a Map to help you understand the District of Columbia's new Medicaid Managed Care Program.

It is written especially for families with children on Medicaid.

Use this Map to help you get the health care your family needs.



DOH/OMCH/ABE DAVIS

***This Map is produced by the USE YOUR POWER! Project:
A joint project between the National Health Law Program
and the D.C. Department of Health, Office of Maternal & Child Health,
with support from the CONSUMER HEALTH FOUNDATION.***

All Map phone numbers are in D.C. area code 202, unless noted.

First Printing: July, 1998

USE YOUR POWER! — 1

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*If you're going on a trip, you have to get ready—
and be prepared for problems that might come up.
Here are some tips .*

Getting Ready

- Get as much information as you can.**
- DON'T BE AFRAID TO ASK QUESTIONS.**
Get answers that make sense to you.
- Speak up. Be strong. Be firm. But be calm.**
- Get the names and telephone numbers
of everyone you speak to.**
- Take notes. Save letters.**
- If you are not satisfied,
ask to speak to a supervisor.**
- Go to the top person if you have to.**
- Get it in writing.**
- KNOW YOUR RIGHTS**
- Know how to file a complaint.**
Check out Stop 5 and learn about where
and how to get more help.

Knowledge Is Power—Use It!

STOP 1

ENTERING

Apply

For

Medicaid

TO ENTER THE ROAD TO HEALTH CARE

To enter:

- Apply for Medicaid.
- Choose a health plan.

**Choose a
Health
Plan**



Your Right To Medicaid

You and your family may have a right to Medicaid, depending on your family's:

- size
- income,
- medical bills.

You and your family may have a right to Medicaid EVEN IF you are:

- working
- no longer getting or cannot get public assistance (TANF - Temporary Aid to Needy Families).

**Your children may have
a right to Medicaid
EVEN IF you do not.**



MARY'S CENTER / BETSY FRAMPTON



You have the right:

- To apply for Medicaid (without applying for TANF).
- To bring someone with you to help you apply.
- To find out in 45 days if your Medicaid application has been approved.

If you get Medicaid, you have a right:

- To a Medicaid number.
- To health care when you need it.
- To a notice BEFORE your Medicaid is cut-off or reduced.



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"Know your rights."

If
your rights
are denied
go to



Applying for Medicaid

The basic way to apply for Medicaid is to go to a Department of Human Services (DHS) IMA Service Center. Call 724-5173.

You also may be able to apply for Medicaid in hospitals, health clinics and other places in the community.

You will need to bring:

- a photo ID
- proof that you live in D.C.
- proof of income, pay record or pay stubs.

You will get a checklist of what else to bring, such as:

- Social Security card or birth certificate
- passport or visa for non-citizens.



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D.C. is making it easier to apply for Medicaid. Soon, you will be able to *mail in* a short application for **Medicaid *only!***

Getting Your Back Bills Paid

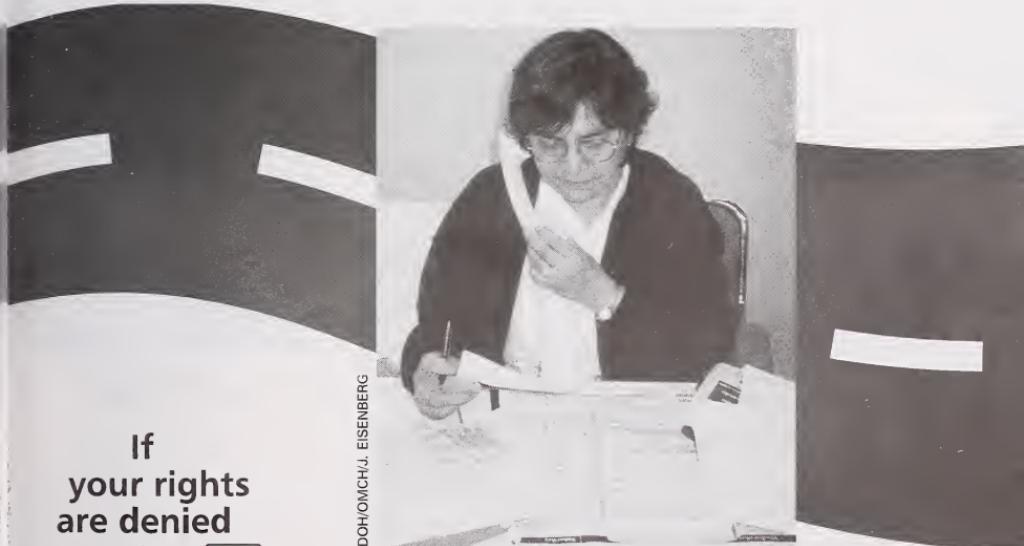
If you want Medicaid to pay your back bills when you apply, you must ask for "RETROACTIVE" Medicaid.

Your bills cannot be more than 3 months old.

1

Problems With Bills

In most cases, once you are on Medicaid, you should not be getting medical bills. If you do, you may have a right to complain.



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If
your rights
are denied
go to



Children

Your children may have a right to Medicaid even if you do not.

There are some special rules for children to get Medicaid, and a new program called ***Healthy DC Kids*** coming in the fall of 1998.



© OLAN MILLS '95

***"To find out if this new program has started yet,
call 783-2118."***

Teen Moms

1

If you are a teen mom or a pregnant teen
(under 21 years old),
**you do NOT need to live with your parents
to get Medicaid for yourself or your baby.**

If you live with your parents,
you may be able to get Medicaid,
depending on your income.

If you have problems or questions,
call 1-800-MOM-BABY.



*"Don't be afraid to speak up,
and stand up for your rights."*

If You Are Pregnant, You Have Special Rights

If you are pregnant,
you may have the right
to temporary Medicaid right away—
depending on your income.

This helps you get early care
without waiting.

If you are pregnant
or think you might be pregnant,
it is very, very important that you
see a doctor right away.
The sooner you do,
the better the chances that
you will have a healthy baby.



**This temporary Medicaid is called P.E.
*P.E. stands for "Presumptive Eligibility."***



Getting Temporary Medicaid If You Are Pregnant

Get a note

from a doctor, clinic, or Healthy Start program
that says you are pregnant.

Your doctor, clinic, or Healthy Start program
may be able to get temporary Medicaid for you.
If not, give your caseworker the note and
tell them you want P.E. (Presumptive Eligibility).

The caseworker will ask about your income,
but you do not have to show proof.

**But, you still need to finish your application
for regular Medicaid right away.**

Temporary Medicaid only lasts up to 60 days.
It does not cover hospital care
or your delivery.

*If you have any problems seeing the doctor
or getting Medicaid while you are pregnant,
call 1-800—MOM-BABY.*

*After your baby is born,
you have a right to Medicaid
for at least 60 days.*

P.E. STANDS FOR
PRESUMPTIVE ELIGIBILITY

New Babies

If you ARE on Medicaid when your baby is born:

You must call your caseworker
(and your health plan if you have one)
to let them know
you've had your baby.

Tell the caseworker your baby will need
its own Medicaid number.

To get your baby on Medicaid,
you will be asked to
bring in proof that the baby was born.
(It's called a "certificate of live birth,"
and you can get it from the hospital).

Later on, you will need to bring in
the baby's birth certificate
and Social Security number
to get TANF or to continue your Medicaid.

**IF YOU HAVE ANY PROBLEMS
GETTING HEALTH CARE FOR YOUR BABY**

Your baby has a right to Medicaid under your Medicaid number for one year — even if you are no longer eligible later in the year, as long as you both still live in D.C.

This means your baby can get health care before it has its own Medicaid number.

If you are NOT on Medicaid when your baby is born:

You need to apply for Medicaid right away. The hospital social worker should help you.

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Staying on Medicaid

You must tell your caseworker
about any change
in your income, family size or address.

You must update the information
in your Medicaid record at least once a year.

This is called **recertification**.

You are supposed to get a letter.
The letter will tell you
when to bring in the information.

**If you do not bring in the information on time,
you can get cut off Medicaid.**

Do not let this happen.



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***"If you are told you are being cut off Medicaid,
Go to Stop 5, read what to do."***

Keeping Medicaid When You Get A Job

If you are on Medicaid
and you get a job,
you have a right to keep your Medicaid
for at least one year.



DOHOMCHIAE DAVIS

Choosing a Health Plan

Most families with children on Medicaid must get health care through a health plan.

**Even though you will be getting care through a health plan,
you are still on Medicaid.**

KEEP YOUR MEDICAID NUMBER.



**Choose a
Health
Plan**

A health plan is sometimes called
an HMO or managed care organization.

In a health plan,
you can only go to the doctors and hospitals
that are part of that plan.

If you go somewhere else,
you may have to pay the bill yourself.

If you want to keep the doctor you are seeing now,
find out if your doctor
is in one of the health plans,
then choose that plan.



***"Knowledge is Power.
Use it to get the health care
your family needs."***

**If you need help
choosing a health plan, call
United Planning Organization (UPO)
at 216-9688.**

*They have information and counselors
throughout the city
to help you make the right choice
for each family member.*



USE YOUR POWER! VIDEO

It is Time to Choose a Health Plan

Para recibir este folleto en Español, llame (202) 289-6787
To get this booklet in Spanish call (202) 289-6787

For TDD/TTY assistance call (202) 289-7808
To get assistance if you are hearing impaired

District of Columbia Medicaid Managed Care Program

UPO Yellow Book

After You Join, Your Health Plan Should Send You:

- A membership card

*Remember, you still need
your Medicaid number!*

- A member handbook
- A list of all the plans' doctors and dentists
- How to choose a personal doctor
- Information about your children's right to use the health plan.

Your health plan also should have a meeting for new members to help you understand how to use the health plan.

If you have been assigned to a doctor that you don't want, call Member Services right away.

If
your rights
are denied
go to



Different People Have Different Choices.



DOHOMCHU EISENBERG

Families with Children

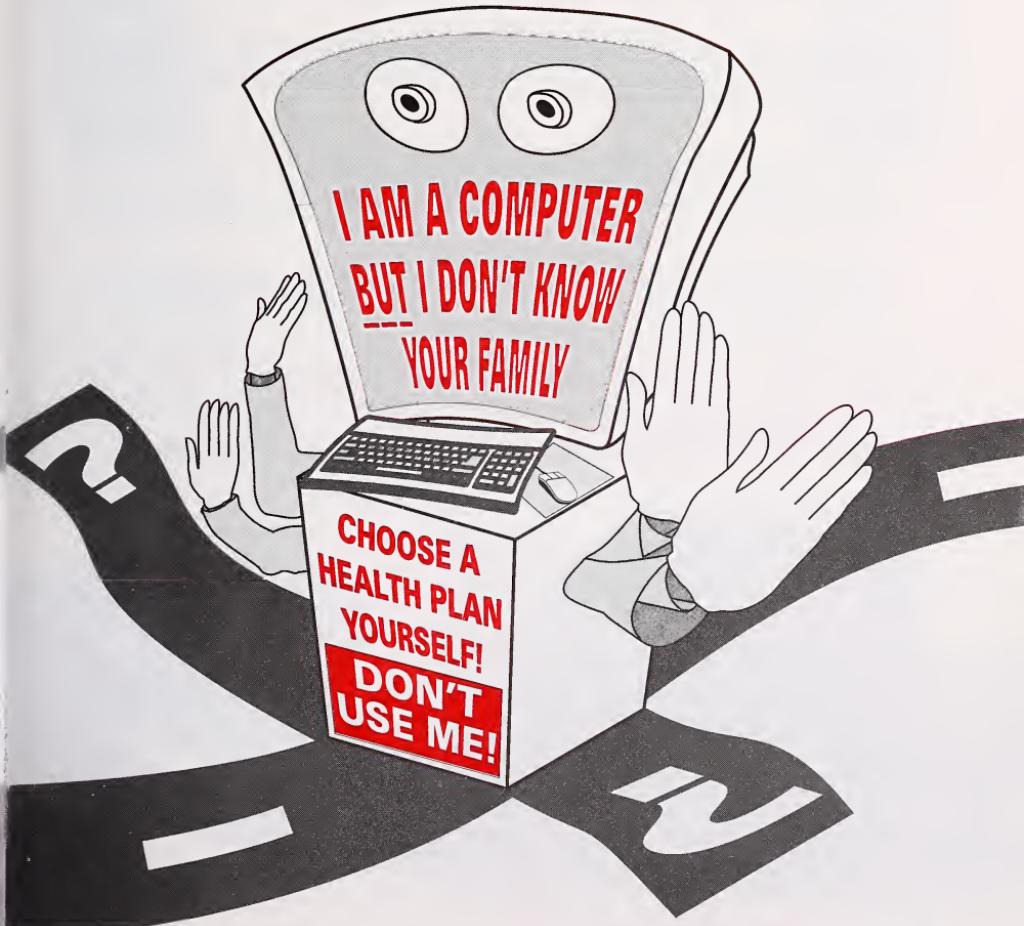
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Most families with children
will have to choose a health plan.

You have a right to choose a health plan
for yourself and for each family member.

If you do not choose a health plan, the computer
will choose one for you and for your family—
AND YOU MAY NOT LIKE THE CHOICE!

DON'T LET THIS HAPPEN!



If You Are Pregnant

If you are more than 26 weeks pregnant,
and if you are NOT in a health plan,
you can keep your regular Medicaid doctor
or clinic until you have your baby,

OR

you can sign up for a health plan.

To keep your regular doctor or clinic,
your doctor **MUST** fill out a special form.

The form is called the “Fee-For-Service
Continuation Form.”



Your doctor should have the form.
The form is also at the back of UPO's Yellow Book.

You or the doctor **MUST** send or fax the form to
the **HELPLINE**.

***CAUTION: If you do not fill out the form,
the computer will switch you
to a health plan. DO NOT LET THIS HAPPEN.***



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If You Have HIV/AIDS

If you have HIV/AIDS and
you are NOT in a health plan,
you can keep your regular Medicaid doctor
or clinic,

OR

you can sign up for a health plan.

**To keep your regular doctor or clinic,
your doctor MUST fill out a special form.**

**The form is called the “Fee-For-Service
Continuation Form.”**

Your doctor should have the form.

The form is also at the back of UPO's Yellow Book.

You or the doctor MUST send or fax the form to
the **HELPLINE**.



***CAUTION: If you do not fill out the form,
the computer will switch you
to a health plan. DO NOT LET THIS HAPPEN.***



Children with Special Needs

If you have a special needs child on SSI,

right now, there is only one health plan
to choose, called "The NET."

You can choose "The NET"

or your child can stay with regular Medicaid.

If you choose "The NET,"
you cannot change back
to regular Medicaid for 6 months.

To get information on "The NET," call 467-2737.

If you are having problems with "The NET,"
call 467-2737.

If the problem is not fixed,
or if you have other problems,
call 783-2118.



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If
your rights
are denied
go to



If you have a special needs child
who is *not* on SSI,
you must choose one of the other health plans
for families on Medicaid.

Make sure the health plan you choose
will help you get all the care
your child needs.

For help, call UPO at 216-9688.

Or call the health plan's Member Services
and ***ask questions.***

**If you need help getting SSI
for your special needs child,
DON'T GIVE UP -
call 675-5410 for help.**



DOH/OMCH/J. EISENBERG

**Children in Foster Care
cannot go to a health plan.**

They can get health care
through regular Medicaid.

Changing Health Plans

CAUTION!

You have the right to change your health plan at any time for any reason.

*Caution: Changing plans
may mean changing doctors.*

It takes between 15 to 45 days to make the change.

Call the HELPLINE,
783-2118, to switch.

Your health plan CANNOT put you out without an OK from D.C. Medicaid.



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***"If your health plan tries to put you out,
go to Stop 5, and learn what you can do."***

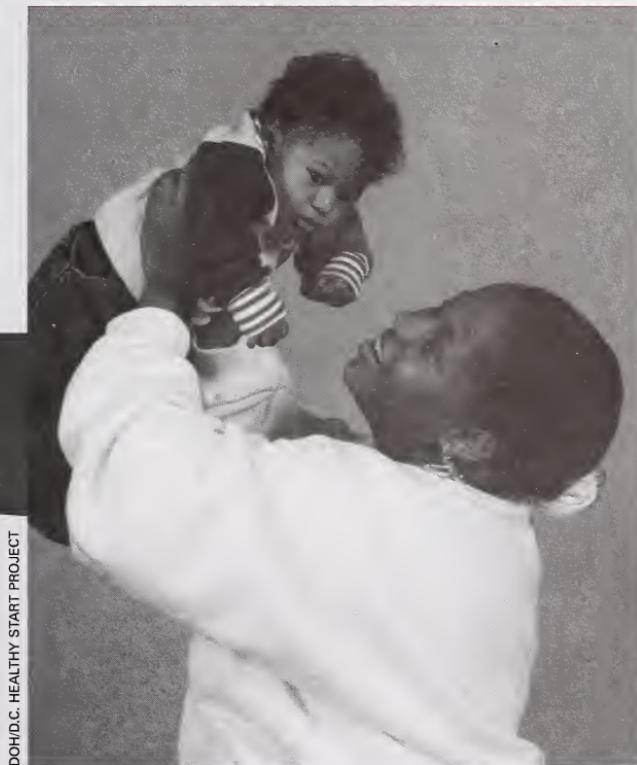
Keeping Your Health Plan

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If you lose Medicaid, you will lose your health plan.

**If you get back on Medicaid,
you may be switched
to a different plan.**

If this happens to you,
call the HELPLINE at 783-2118.



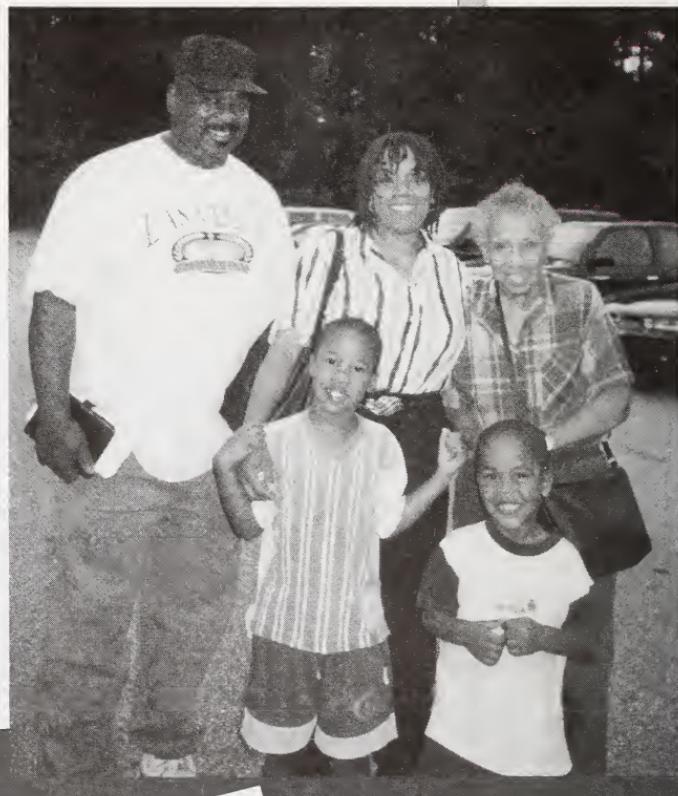
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***"Ask questions, and make calls
to protect
your family's health care."***

STOP 2

GETTING BASIC HEALTH CARE

***Health plans get paid
whether or not
you use their services.
So use your health plan!***



DOH/OMCH/J. EISENBERG

Choosing A Doctor

Choosing a personal doctor
is a very important decision.

Your personal doctor
is responsible for all your health care
and must OK referrals
to other doctors and specialists.

To choose a personal doctor
for yourself and each of your children,
you should **call UPO at 216-9688**
or call the health plan.
(If you don't choose—the computer will.)

In some health plans, your personal doctor
can be an ob/gyn.

**You have a right to change your personal doctor
anytime for any reason.**
It takes 15 to 45 days to make the change.
*You can change doctors
without changing health plans.*

If
your rights
are denied
go to



Your Health Plan's Services

Your health plan must cover all basic medical care, prescriptions, and all children's dental care. Health plans also cover some adult dental care.

For specifics, check UPO's Blue Book Directory and your health plan's member handbook.



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Are You Under A Doctor's Care Now?

Your new health plan must pay for your treatment, including medicines, that you got from your old doctor until you see your new doctor.

Your new health plan won't pay your old bills unless you ask them to.

If you have any problems, call the HELPLINE at 783-2118.

Stand up
for your rights!
Keep reading
and go to



Transportation

Your health plan must also help you and your children with transportation to and from medical appointments.

Health plans can give you tokens, cab fare, or a van ride.

To get help, you MUST ask for it in advance.

For specifics, check the UPO Blue Book Directory or your member handbook.

If you are pregnant or have a child under 2 years old, you can also get help with transportation by calling 1-800-MOM-BABY—at least 2 days before your appointment.



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Appointments

You can call your health plan for **MEDICAL ADVICE**
24 hours a day, 7 days a week.

To see your personal doctor, call for an appointment.

You should not have to wait longer
than the times listed below
to get an appointment for:

- An urgent problemwithin 24 hours
**(If you need to see a doctor RIGHT AWAY,
say you need URGENT care.)**

- Routine Check-ups within 30 days
and non-urgent problems

- Pregnancy (First Visit) within 10 days

- Family Planning/Birth Control .. within 10 days
(from your health plan)



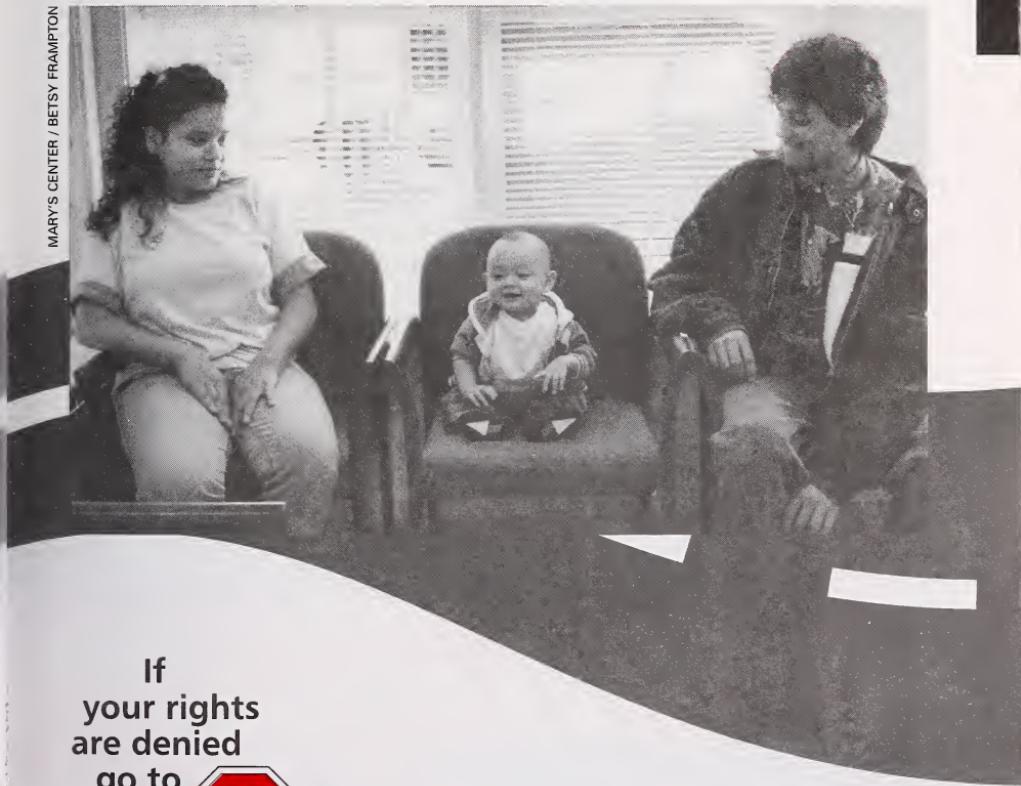
Waiting Time

If you think you have waited in the doctor's office too long, or if the doctor spends too little time with you call your health plan's Member Services and complain. You should also call the HELPLINE at 783-2118 and make an official complaint.

You may want to change your doctor.

You can change doctors without changing health plans. Call your health plan.

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2

If
your rights
are denied
go to



Services for Children: Check-Ups

There is a law ("EPSDT") that says:

Your children have a RIGHT to get regular check-ups.

Check-ups should include:

- a doctor's exam
- vaccines
- eye exams
- dental care
- hearing checks
- shots.

EPSDT is for children up to 21.



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**EPSDT is Early and Periodic Screening,
Diagnosis, and Treatment**

Services for Children: Treatment

There is a law ("EPSDT") that says:

**Your children have a RIGHT to get
TESTS and TREATMENT for problems with their**

- physical or mental health
- growth or development.

This includes treatment from specialists AND for mental health and substance abuse problems.

If needed, your children have a RIGHT to:

- eye glasses ● hearing aids
- braces ● wheelchairs
- speech therapy ● counseling and more.

To find out more about these rights, call:

- Your child's personal doctor
- OR 1-800-MOM-BABY
- OR 783-2118.



MAZIQUE CENTER

**Children Have Special Rights
Under "EPSDT"**

Mental Health and Substance Abuse Services

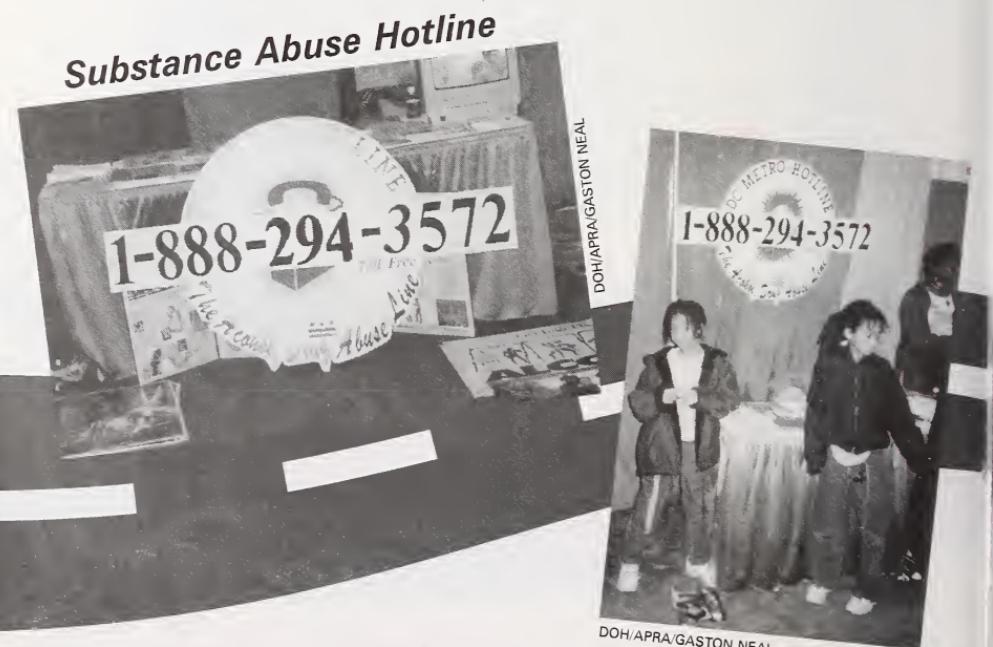
Mental health and substance abuse treatment are NOT offered through your health plan.

But, for children up to 21, all mental health and substance abuse services **are covered** under Medicaid.

For adults, all mental health services are covered under Medicaid, but *only some* substance abuse treatment.

You do NOT need a referral slip from your health plan to get these services.

You can CHOOSE the services on your own, BUT your personal doctor must help you get these services if you want help.



For information about adult mental health services from the D.C. government, call **673-9319**.
For children, call 673-9040 or call your health plan's Member Services.

For information about substance abuse services, call **1-888-294-3572 OR 727-0668**.

If you're pregnant, you can also call 1-800-MOM-BABY for help getting substance abuse services.

The Center for Mental Health (889-5255) is another place to call.

If you're having trouble getting mental health or substance abuse treatment for your children, call 783-3118 or Terris, Pravlik & Wagner at 682-0578.

2

Prescription Drugs



To get your prescriptions filled, go to one of the drug stores on your health plan's list.

"Your health plan must pay for all your prescriptions."

DOHOMCH/J. EISENBERG



STOP 3

REFERRALS

If you don't get your personal doctor's OK to see a specialist, you either will be turned away or get a big bill.



Referrals

Under regular Medicaid,
you and your children can go
to ANY family doctor or special doctor
that takes your Medicaid card.

Under the new system,
your personal doctor is responsible for your
regular medical care *and referrals to specialists.*



*"I need to get referral slips
so my kids can see special doctors."*

USE YOUR POWER! — 41

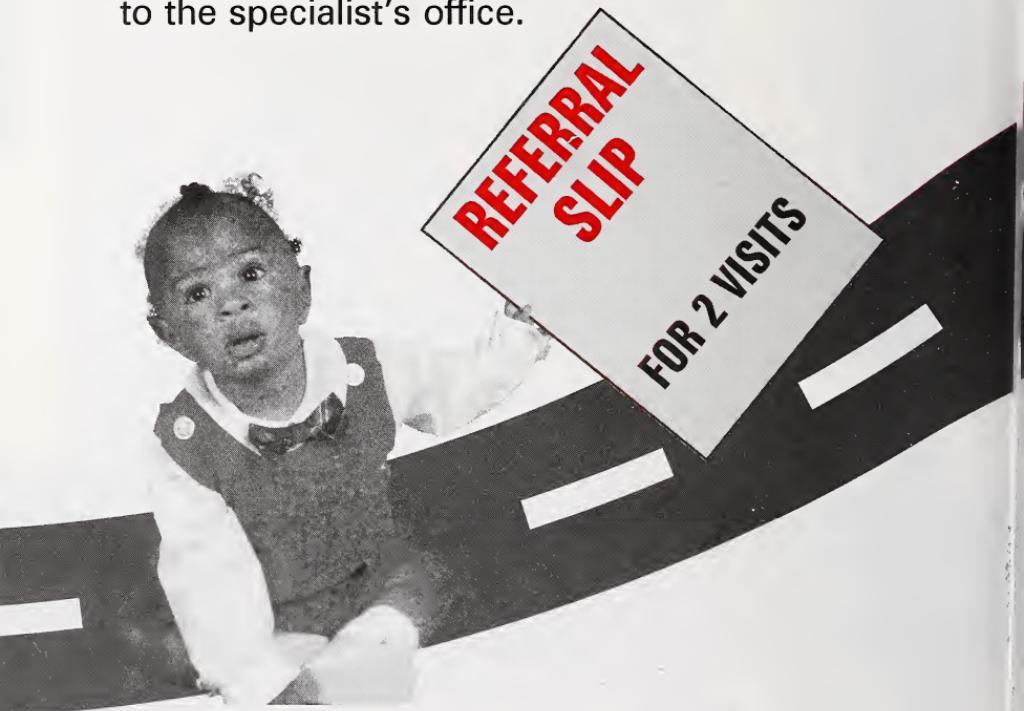
Getting Referrals

To get a referral, first call
your personal doctor and make an appointment.
**Remember, you must be seen within 24 hours
if your problem is urgent.**

If your personal doctor gives the OK,
you will get a referral slip.

The referral slip will tell you
WHO you can see,
and for HOW MANY visits.

Take the referral slip to every appointment.
Try not to lose or forget it.
If you don't have the slip,
call your personal doctor's office.
They might agree to fax it
to the specialist's office.



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A referral slip can be written for
1 or 2 visits or, you may be
able to get a **STANDING REFERRAL**.

A standing referral lets you
see the other doctor as long as
that other doctor thinks you need treatment.

For example, if your child has serious asthma,
and needs to see a specialist on a regular basis,
you should ask for a **STANDING REFERRAL**.

Your doctor does not have to give you
a standing referral.

But it can save you lots of time—
especially if your child has special needs.

So Use Your Power and Speak Up!

3



If you are ever
denied a referral
for health care
that you believe
is needed,

go to



You Do Not Need A Referral Slip To Get:

- Substance Abuse Treatment
- Mental Health Services
- Family Planning Services
(You can get family planning either from your health plan or from other community programs.)

If Your Doctor Won't Refer You

If you are having trouble getting a referral slip for you or your child, don't wait.

Learn what you can do, and go to Stop 5.

KNOWLEDGE IS POWER!

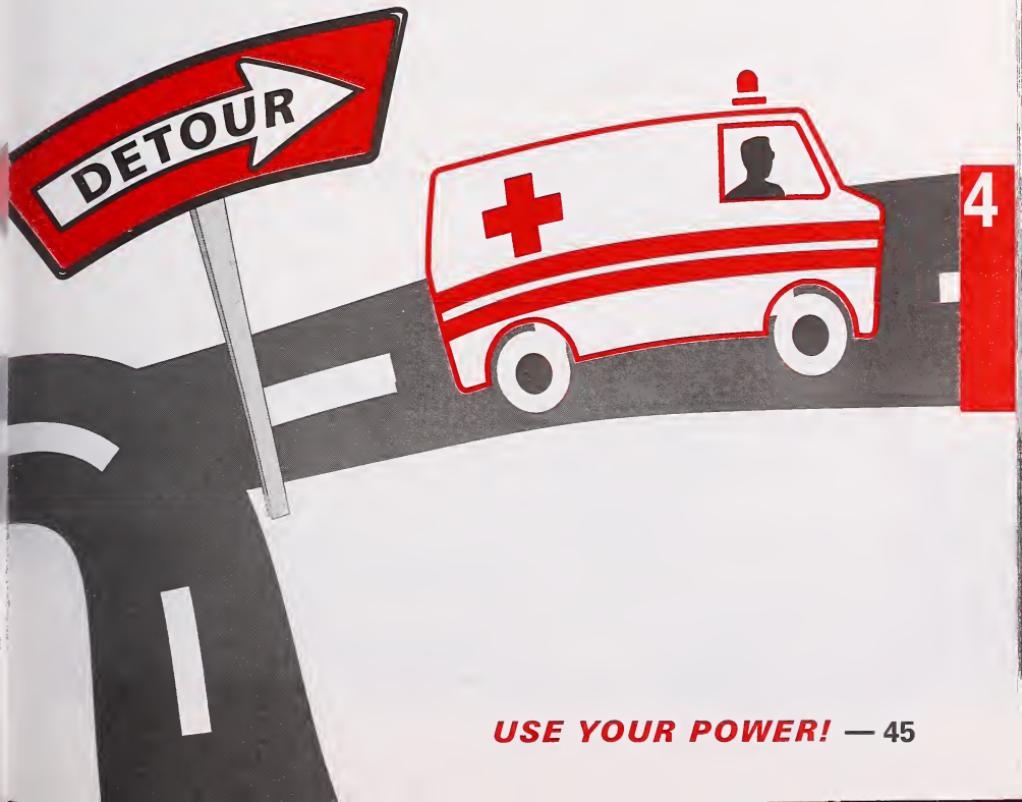


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EMERGENCIES

An emergency is a situation that is:

- LIFE THREATENING, or
- Involves severe pain, or
- Can cause serious harm to your body if not treated right away.



What To Do In An Emergency

"Stay calm."



DOHOMCHIAE DAVIS

Call your health plan, if you have time.

(You should be able to call your health plan 24 hours a day, 7 days a week).

If you do NOT have time to call your health plan, go straight to the nearest hospital, or call 911.

You do NOT need a referral
for life-threatening emergencies.

In an emergency,
you do NOT need to get permission
from your health plan
before you go to the emergency room.

The hospital does not need
to be a part of your health plan.

**Remember - If your problem is urgent,
but not an emergency,
your health plan must see you in 24 hours.
Do not delay,
call your health plan for an appointment.**

Examples of Emergencies

- Severe bleeding Chest pain
- Loss of consciousness Damage to the eyes
- Burns Broken bones
- Infants with high fever Seizures
- Severe shortness of breath

Examples of What Is *Not* An Emergency

- Colds Skin rash Low grade fever
- Sore throat Pink eye Ear infection

*"Use
your
good
judgement."*

DOH/D.C. HEALTHY START PROJECT



4

What If You Are Not Sure?

If you think that something is an emergency,
even when your health plan says it is not,
use your good judgment.

**YOU KNOW YOURSELF
AND YOUR CHILDREN BEST.**

If you don't think you can wait,
go to the nearest emergency room.

If your health plan or Medicaid says
they will not pay the bill,
GO TO STOP 5.

**Remember - If your problem is urgent,
but not an emergency,
your health plan must see you in 24 hours.**



MARY'S CENTER / BETSY FRAMPTON

STANDING UP FOR YOUR RIGHTS

If you are having problems,

Try to work it out.

Speak to your caseworker.

Call your health plan's Member Services.

Keep reading
to learn about other ways
to stand up for your rights.



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5

"Use Your Power!"



If You Are Having Problems with Medicaid

If your caseworker cannot fix your problem,
DON'T WAIT—Ask for a Fair Hearing.
You can get help.

You can also ask to speak to the supervisor.

A special law office that helps people on Medicaid is Terris, Pravlik, & Wagner. Their phone number is 682-0578. Call them if:

- You have waited more than 45 days to get on Medicaid.
- There is a problem with your Medicaid number.
- You don't get a letter and you're cut off Medicaid.

Look at the phone numbers at the end of this Map for other law offices that can help you. Keep reading to find out about getting a Fair Hearing. **DON'T WAIT.**

***"Make an official complaint.
Follow the rules for a Fair Hearing."***



DOH/OMCH/J. EISENBERG



If You Are Having Problems with Your Health Plan

You have a right to complain.

There are different ways to complain.

You can:

- Call your health plan's Member Services.

(Look for the Member Services number on your membership card.)

- Call the HELPLINE – 783-2118.
- Ask for a Fair Hearing.

DOH/D.C. HEALTHY START PROJECT



"You can complain about any kind of problem—including problems with bills."

Complaining to Your Health Plan



DOH/OMCH/ABE DAVIS

***"Call your health plan's Member Services.
Tell them your complaint."***

**By law, your health plan must have a way
to take your complaint and to fix problems.**

If they cannot fix the problem right away:

Call the HELPLINE – 783-2118.

Ask for a Fair Hearing.

**If you have HIV/AIDS,
your health plan must answer your complaint
in 3 days (72 hours).**

*If you have other complaints,
your health plan must help you
in a timely manner.*

The HELPLINE

The HELPLINE is supposed to fix problems with your health plan.

The HELPLINE telephone number is 783-2118.

You can call 24 hours a day, every day of the week.

If your problem is not fixed right away,
tell the HELPLINE:

"I want to make an official complaint."

The HELPLINE will look into your official complaint and try to fix it.

They must give you a decision in 21 days.

TIPS:

- Put your complaint in writing.
- The HELPLINE can help you put it in writing.
- Keep a copy for yourself.
- Send one copy to your health plan.

If you are not happy with the HELPLINE's decision or if they take too long,
ask your caseworker for a Fair Hearing.

You Have A Right To A Letter

You must get a letter from the D.C. Government before you are cut off Medicaid.

You must get a letter from your health plan before your health care is cut.

The letter must say what is going to happen and why.

The letter must also tell you how to:

Ask for a Fair Hearing and

Keep your services until the hearing is over.

READ YOUR MAIL!



DOHOMCHI/ABE DAVIS

"Stand Up For Your Rights."

Examples of When You Have A Right To A Letter

You have a standing referral
to see a specialist for 3 months.
After 2 months, your health plan says
you can't see the specialist anymore.



You have a right to a letter.

You are getting physical therapy 2 times a week.
Your health plan wants you to cut back
to 1 time a week.

You have a right to a letter.

You have been working for 3 months.
You go to the doctor and your doctor tells you
your Medicaid is not good anymore.

You have a right to a letter.



You Have A Right To A Fair Hearing

What is a Fair Hearing?

It is a meeting to decide if Medicaid or your health plan is right or wrong.

A hearing is an important part of standing up for your rights.

It is an official way to solve problems.

In some cases,
you may be able to get a second doctor to review your case.
If the hearing officer agrees,
the D.C. government will pay.

You must get a decision 60 days after you ask for the hearing.



DOHOMCHABE DAVIS



***"You must be persistent.
Do not give up."***

Ask for a Fair Hearing:

- If it takes more than 45 days to get on Medicaid.
- If Medicaid doesn't do something it is supposed to do.
- If your health plan doesn't do something it is supposed to do.
- If you complain to the HELPLINE but the problem isn't fixed.
- If Medicaid cuts you off.
- If your health plan doesn't give you the help you need.

MAZIQUE CENTER



*"Above all, you need to be persistent.
Just keep plugging away,
like that little engine 'I-Think-I- Can'."*

—Fred Green,
Use Your Power! Parent Council

Don't Wait

If you got a letter about cutting your benefits,
you have 90 days to ask for a Fair Hearing,
starting from the date postmarked on your letter.

BUT, if you don't want your health care to stop,
you only have 15 days to ask for a Fair Hearing,
starting from the date postmarked on your letter.

If your benefits have already been cut off,
and you ask for a Fair Hearing
within 10 days of the cut off,
your benefits must be started again.
SO DON'T WAIT!

If you never received a letter,
or any other kind of notice,
DON'T WAIT.
Ask for a Fair Hearing right away.



MARY'S CENTER / BETSY FRAMPTON



How To Get A Fair Hearing?

To get a Fair Hearing,
ask your caseworker or write to:

Office of Fair Hearings
441 4th Street, N.W. Room 830 South
Washington, D.C. 20002

If you need help asking for a Fair Hearing, call
your caseworker, the HELPLINE or a lawyer.

To protect your rights—and your health care—

- ask for a Fair Hearing
- file your complaint with your health plan
- and the HELPLINE
at the same time.

You can always drop the Fair Hearing
if your problem gets fixed.

"The point is:

*In order to get good health care,
you have to insist upon it.*

Do not take 'NO' for an answer.

Believe me, you're going to get what you take.

So it's up to us.

What are we going to do about it?"

—Agnes Chase

Use Your Power! Parent Council

Where to Call for Help

Where to apply for Medicaid 724-5173

Si quieres aplicar para Medicaid en Español
Mary's Center 983-8196

Help choosing a health plan:

United Planning Organization (UPO) 216-9688

**Information about the health plan
for children on SSI** 467-2737

**To help get a special needs child
onto SSI** 675-5410

**Help if you are pregnant
or have very young children ...** 1-800-MOM-BABY

Immigrants' right to health care
Council of Latino Agencies 328-9451

HIV/AIDS information 332-AIDS

Hearing impaired-Deaf Reach 832-6681



USE YOUR POWER/VIDEO

Member Services: D.C. Medicaid health plans

Advantage Healthplan	686-8555
American Preferred Provider Plan	463-2022
Capital Community Health Plan	898-4850
Chartered Health Plan.....	408-4710
George Washington Health Plan	301-941-2021
Health Right.....	1-888-339-3380
Prudential Healthcare Community Plan	1-800-423-9381
"The NET" (for children on SSI)	467-2737

Substance abuse treatment

Addiction, Prevention & Recovery Administration Hotline	1-888-294-3572 or 727-0668
RAP, Inc.....	462-7500

Mental health treatment

D.C. Commission of Mental Health Children	673-9040
Adults	673-9319
Center for Mental Health	889-5255
Or contact your health plan	

If you don't have health insurance

Public Health Clinics	675-7338
Clinic for special needs children	675-5214
Community Clinics	667-4378 or 745-4300
D.C. Department of Health	645-5556

Problems and Complaints

Problems with your Medicaid number 727-1005

Problems & complaints about your health plan

Your Health Plan Member Services Department
_____ (write in the number)

HELPLINE 783-2118

Legal help with Medicaid or health plan

Terris, Pravlik & Wagner 682-0578

Neighborhood Legal Services 682-2735

Legal Aid Society 628-1161

Zacchaeus Free Clinic 265-2400

University Legal Services
(Children & adults with disabilities) 547-4747

To request a Fair Hearing:

Write to: Office of Fair Hearings
441 4th Street, N.W., Room 830 South
Washington, D.C. 20001

For problems with children's services:

D.C. Office of Maternal Health
and Child Health 1-800-MOM-BABY

HELPLINE 783-2118

Terris, Pravlik & Wagner 682-0578

Get Involved!



*"Anyone can complain.
But it takes PEOPLE to make a change".*

--Agnes Chase

Use Your Power! Parent Council

Get involved with groups that are working to change health care for D.C. families, such as:

- Use Your Power! Parent Council** 645-5620
- D.C. Medicaid Advisory Committee** 727-1041
- AFFIRM (Alliance For Fairness In Reform to Medicaid)** 626-0617
- Maternal & Child Health Community Leadership Network** 645-4173
- HIV Community Coalition** 1-800-558-AIDS
- Family Support Collaboratives.....** 223-2598
- Children's Health Care Coalition of D.C. .** 797-5472
- Public Health Clinics' Advisory Boards ..** 675-7338
- Each health plan must have consumers on their advisory board.**

*"You can
make
a difference,
get involved
and
let your voice
be heard."*

NAT'L CLEARINGHOUSE FOR ALCOHOL AND DRUG INFO.



The *Use Your Power!* Project

This Map is part of the *Use Your Power!* Project.

The ***Use Your Power!* Parent Council** is also a part of the Project.

The goal of the Parent Council is to:

- EDUCATE YOU—the community—about your Medicaid managed care rights, and
- ADVOCATE for CHANGES that are needed to make the system better for you.

All ***Use Your Power!* Parent Council** members are on Medicaid now, or were on Medicaid.

Parent Council members are available for community workshops.

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*This Map is dedicated to
two special people who gave their all
to the residents of the District of Columbia:*

*Dr. Yvonne A. Lanier,
who believed in the power of young people,
and Caesar "Togi" Marshall
who believed that together, we can win.*

Use Your Power! Parent Council Members

Kim Bell
Deartrice Brown
Gloria Brown
Dianne Camp
Agnes Chase
Leonora Dennis
Tawanda Elliott

Andrea Evans
Lucila Ghormley
Frederick Green
Jeanette Goglia
Carolyn Lilly
Lajuan Massie

Barbara Owens
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James Shird
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The Parent Council helped write and design this Map.



DOH/OMCH/ABE DAVIS

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More About the *Use Your Power!* Project

This Map is part of the *Use Your Power!* Project, co-sponsored by the DC Department of Health/Office of Maternal & Child Health/DC Systems Development Initiative and the National Health Law Program.

The Office of Maternal & Child Health (OMCH) is an office in the DC Department of Health. OMCH works to make sure that all DC families—mothers, fathers, pregnant women, children (including children with special needs), and teens—get good health care. OMCH has many outreach and education programs, including DC Healthy Start in Wards 5, 6, 7, and 8.

The National Health Law Program(NHeLP) provides information on health care for low-income people to community groups, legal and government organizations across the country.

Address: NHeLP, 1101 14th St., NW, Suite 405, Washington, DC 20005.

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Government
of the
District of Columbia
Marion Barry, Jr., Mayor

**To get copies of this Map or the companion video, call
The DC Healthy Start Resource Center at 202-645-0386.**